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CHAPTER:		
	CHILD AND FAMILY SERVICES AGENCY  Approved by: _____ Signature of Agency Director	PROFESSIONAL STANDARDS
EFFECTIVE DATE:	LATEST REVISION: April 8, 2011	REVIEW BY LEGAL COUNSEL: February 23, 2011

I. AUTHORITY	LaShawn A. v. Gray Implementation and Exit Plan (December 17, 2010); Section XX.B of the Modified Final Order in LaShawn v. Gray, C.A. No. 89-1754. Chapter 60 of Title 29 of the District of Columbia Municipal Regulations specifically sections § 6026 (Foster Parent Training), §1641 (Foster Parent Training), § 6229 (Youth Group Homes-Staff Development), and § 6362 (Independent Living Programs-Staff Training).
II. APPLICABILITY	This policy is applicable to all CFSA employees, contract agency employees at each level of the work force, and resource parents.
III. RATIONALE	<p>The implementation of a continuum of effective child welfare services that ensures the safety, permanency and well-being of the children and families served requires collaboration among a competently trained workforce, resource parents, and community partners. These child welfare service providers must have a common understanding of the mission to be accomplished and the outcomes to be achieved within an ethical model of child welfare practice that respectfully involves families in decision making.</p> <p>CFSA's Child Welfare Training Academy (CWTA) (formerly known as the Office of Training Services) provides the District of Columbia's child welfare direct service staff, resource parents, supervisors, managers, administrators and community partners with the knowledge, skills, support and mentorship that promote the safety, permanence, and well-being of children and families in the District of Columbia. The term <i>child welfare direct services staff</i> includes CFSA and private agency case-carrying social workers, nurse care managers, family support workers, and their respective supervisors. The term <i>resource parents</i> includes both CFSA and private agency contracted and non-contracted foster, adoptive, and kinship parents who provide out-of-home care for wards of the District of Columbia. Training through CWTA is designed to provide staff and resource parents with the necessary knowledge and skills to deliver services that uphold the mission, core values, and strategic direction of the Agency.</p> <p>In order to build the most solid foundation possible for achieving quality training, the CWTA incorporates shared learning among direct services staff and resource parents through a competency focused curriculum. CWTA further ensures that all training requirements comply with federal and District of Columbia regulations.</p>

	<p>The CWTA's mission is to provide opportunities that ensure staff; resource parents, and community partners are trained to support the growth and development of children, youth, and families that become involved with CSFA.</p>
IV. POLICY	<p>It is the policy of the CWTA at Child and Family Services Agency to provide the District of Columbia's child welfare direct service staff, resource parents, managers, administrators, and community partners with the knowledge, skills, support and mentorship that promote the safety, permanence, and well-being of children and families in the District of Columbia. The CWTA provides training opportunities that assure compliance with federal and District of Columbia licensing requirements for child welfare social workers and resource parents.</p> <p>The CWTA shall mandate training requirements through a conscientious process of determining curricula that prepares staff and resource parents to address the needs of the children and families who come to the attention of CFSA. The CWTA shall also develop a curriculum that supports the tenets of CFSA's Practice Model and the Agency's commitment to comprehensive case planning strategies that emphasize a social worker's teaming relationship with families (including the child or youth, when appropriate), various administrations within CFSA, other District of Columbia and private agency social workers, resource parents, caretakers, and an array of community service providers.</p> <p>The CWTA shall ensure ongoing training in both modalities (Classroom and Applied Professional Training). As a result of this ongoing training curriculum, each worker shall be prepared for the professional delivery of effective services to children, youth, and families in the District of Columbia.</p> <p>This policy outlines the pre- and in-service training requirements for direct services staff, supervisors, managers, and resource parents, as well as the procedures necessary for enrollment, attendance, and the tracking and monitoring of staff and resource parents training in the CWTA program.</p>
V. CONTENTS	<p>A. The Child Welfare Training Academy (CWTA)</p> <p>B. Pre-Service Training Requirements</p> <p>C. Pre-Service Training Enrollment</p> <p>D. Pre-Service Attendance and Performance Requirements</p> <p>E. In-Service Training Requirements</p> <p>F. Enrollment and Attendance for Resource Parent In-Service Training</p> <p>G. Training for Resource Parents</p> <p>H. Training for Child Protective Services (CPS)</p> <p>I. Incorporation of CFSA Best Practice Standards</p> <p>J. Applied Professional Training (APT)</p> <p>K. Tracking and Monitoring of Staff Training</p> <p>L. Unsatisfactory Performance in Pre-Service Training</p> <p>M. Monitoring Completion of Pre-Service and In-Service Training</p> <p>N. Inclement Weather and Other Emergency Closings</p>

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VI. ATTACHMENTS	A. Child Welfare Training Academy External Training Tracking Form B. Training Policy Acknowledgement Form
	<p>Procedure A: The Child Welfare Training Academy (CWTA)</p> <ol style="list-style-type: none"> 1. CFSA's CWTA shall be responsible for ensuring the implementation of an effective child welfare training system that provides the highest quality child welfare instruction available for all direct service CFSA and private agency staff, supervisors, managers, administrators, community partners and resource parents. 2. While reinforcing the Agency's mission, the CWTA believes that effective training accommodates the learning needs of the many individuals who are responsible for the safety and well being of CFSA children and youth. The mission of the CWTA is to support the goals and objectives of CFSA's Practice Model through the provision of a high quality training program for CFSA and private agency staff, resource parents and community partners. 3. The CFSA CWTA recognizes that the staff and resource parents are highly valued assets and is committed to ensuring that each staff and resource parent shall receive the knowledge and skills necessary to perform his or her responsibilities at the highest level possible. The office of the CWTA shall be responsible for the following: <ol style="list-style-type: none"> a. Develops minimum standards and competencies to ensure that all trainers are qualified to teach their assigned modules b. Develops and implement a curriculum that meets the Agency's training requirements as well as the needs for direct service staff and resource parents to maintain licensure c. Ensures that a CWTA curriculum reflects best practices from across all disciplines d. Works with Child Information Systems Administration (CISA), CFSA Administrators and private agency representatives to verify and reconcile training data, and be responsible for compiling pre-service and in-service training completion data e. Distributes training information on all available courses to all CFSA resource parents and private agencies and prepare graduation certificates for trainees who have successfully completed all required pre-service and/or in-service training hours f. E-mails notification of any missed training sessions to the trainee and the trainee's supervisor, program manager, and administrator, including a reminder to all parties that completion of every pre-service training component is mandatory for pre-service graduation and notification of enrollment in the next available session (with date, time and location of the session) g. Maintains pre- and in-service trainees sign-in and sign out attendance rosters to verify attendance at the training sessions (pre-service trainees shall also request a signature from the trainer for their Individual Training Record)

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	h. Manages all cancellations and remind trainees that they are expected to make up missed classes at the earliest opportunity
	<p>Procedure B: Pre-Service Training Requirements</p> <ol style="list-style-type: none"> 1. All newly hired CFSA and private agency direct service employees are required to complete pre-service training through CWTA. 2. In all cases, CFSA and private agency direct services employee must complete the pre-service training through CWTA, except by approved exemption. 3. All CFSA and private agency trainee social workers are required to complete all Applied Professional Training (APT) days which occur in Tier I of Pre-Service Training. <i>Note: Pre-service training modules and APT activities are intended to integrate theory and practice sequentially. To promote the most efficient use of resources, trainees should be hired in advance of the pre-service training start dates. When applicable, a specialized pre-service training APT guide will be provided by CWTA for any trainees waiting to start pre-service class work.</i> 4. The Pre-Service APT Training Handbook details activities which direct service staff are required to complete during APT days and a Pre-Service APT Training Handbook is provided to all trainees. Pre-Service APT Training Handbook -supervisor's guide- is provided to private agency supervisors. Private agency supervisors are required to ensure newly hired staff completes all APT activities. 5. Trainees shall be responsible for ensuring their training supervisor or assigned supervisor initial their Individual Training Record confirming completion of APT activities. The Individual Training Record shall be signed for all trainings as well as activities completed during APT and Actual Case Experience (ACE) days. 6. ACE: Pre-Service Training Tier II newly hired CFSA direct service staff shall receive content on specialist topics pertinent to their ongoing assignment (i.e., Child Protective Services (CPS), In Home and Permanency, Out of Home and Permanency, etc.). Activities shall be built around the specific knowledge required to function effectively in the trainees assigned program area and at CFSA in general. 7. Granting of CEUs for pre-service training shall be contingent on completing all activities, unless waivers are given. CEUs for APT days shall not be granted without receipt of the Individual Training Record initialed by the trainee's supervisor as confirmation of completion of each activity/ assignment. After an Individual Training Record is complete, it should be faxed to CWTA at 202-698-6169. 8. All newly-hired direct service CFSA and private agency supervisors are required to complete pre-service training within the first eight (8) months of employment. This will include classroom training and specialized supervisory training.

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	<p>9. For Pre-Service Exemptions, staff and supervisors who are newly-rehired or transitioning between agencies (either public or private) must have CWTA-approved verification of pre-service training within the past 24 months in order to qualify for exemption from pre-service training enrollment and attendance. Waiver requests from Managers shall be considered on a case-by-case basis. Requests for a waiver will require the following:</p> <ul style="list-style-type: none"> a. The staff member's immediate supervisor (CFSA or private agency) shall submit the request to the CWTA program manager b. Upon review and approval by the CWTA program manager, the exemption shall be documented in FACES.net by the CWTA support staff (or designee) and notification sent to the Supervisory Information Technology (IT) Specialist of the CWTA program Manager's decision c. At any time within a pre-service training term, an immediate supervisor may recommend that an exempted staff member enroll for certain portions of the pre-service curriculum in order to help enhance and/or strengthen the staff member's skills <p><i>Note: Continued CFSA employment as well as on going case assignment in FACES.net is contingent upon successful completion of pre-service training or an approved waiver from pre-service training. Absent a valid waiver, failure of all newly hired CFSA and private agency direct service staff and supervisors to complete pre-service training may result in disciplinary action or termination.</i></p>
	<p>Procedure C: Pre-Service Training Enrollment</p> <ul style="list-style-type: none"> 1. All trainees shall comply with the Training Enrollment and Attendance procedures for pre- and in-service training sessions. 2. All newly-hired CFSA and private agency direct services staff is required to complete pre-service training through CWTA. 3. CFSA's Office of Human Resources (OHR) or the applicable private agency administrator shall be responsible for providing CWTA with the following information on all newly-hired CFSA and/or private agency direct service staff: <ul style="list-style-type: none"> a. New hire name(s) b. Start date(s) c. Position title(s) d. Designation (i.e., case-carrying or non-case-carrying) e. Hiring unit and/or agency f. Supervisor contact information g. E-mail addresses for new hire and supervisor <p><i>Note: the above information shall be submitted in memo form at least one (1) week prior to the start of each pre-service training cycle.</i></p> 4. The CWTA Training Assistant, Staff Assistant or Training Coordinator shall print out the approved list of enrolled trainees from FACES.net and ensure a copy of the list is provided to the assigned pre- or in-service

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	<p>trainer prior to the appropriate training session.</p> <p>5. Enrollment lists shall serve as attendance sign-in sheets for the specified training.</p> <p><i>Note: a minimum number of pre-enrolled participants are necessary for a scheduled training to proceed as planned. Insufficient enrollment numbers may lead to course cancellation or reschedules.</i></p> <p>6. All CWTA classes require online enrollment through FACES.net at least 24 hours in advance of the scheduled class. <i>No “walk-ins” are permitted.</i></p> <p>7. In order to enroll, trainees are responsible for ensuring they have active accounts in FACES.net. CWTA will be responsible for activating accounts through FACES.net for new trainees.</p> <p>8. Private Agency supervisors shall provide trainees with a CISA security agreement for the trainees to complete and submit to the CISA Security IT Specialist at least four (4) days in advance of the scheduled pre-service training cycle.</p> <p>9. Private agency supervisors shall provide trainees with a CISA employee demographic sheet for the trainees to complete and submit to the CISA Security IT Specialist at least four (4) days in advance of the scheduled pre-service training cycle.</p> <p>10. Private agency supervisors shall be responsible for submitting the signed security agreements on behalf of their newly-hired staff.</p> <p>11. CWTA shall enroll trainees in FACES.net pre-service training.</p> <p><i>Note: the security agreement requires up to three (3) days for processing.</i></p> <p>12. In most cases, CFSA employees will have had such paperwork submitted automatically by CFSA’s Office of Human Resources (OHR) as part of the new employee orientation process.</p> <p>13. Completed enrollment requests for CFSA employees must be approved and submitted by a supervisor.</p> <p>14. When class enrollment has reached capacity, FACES.net will “lock out” additional attempts at enrollment and generate a waiting list on a first-come, first-serve basis. Then the following shall occur:</p> <ol style="list-style-type: none"> The CWTA shall be responsible for regularly emailing the wait-listed trainees and providing current enrollment status, including whether a vacancy is available and/or whether or not the trainee must wait until a new pre-service training 10-week session begins Wait-listed trainees shall be informed that the “rolling” nature of pre-service training sessions results in relatively short notice for enrollment and attendance and staff shall be prepared accordingly The first trainee on the waiting list shall be notified as soon as a vacancy becomes available. If the trainee is unable to attend the class, the next trainee shall be notified and then the next and so forth until the class is full
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	<p>d. All wait-listed trainees who did not get an opportunity to fill a vacancy shall be given priority enrollment status for the next scheduled module or pre-service training session</p> <p>15. Whenever possible, trainees shall contact the CWTA Training staff at least three (3) business days prior to the scheduled module to cancel a class, in order to allow CWTA sufficient time for notifying waitlisted trainees.</p> <p>16. The trainee must notify his/her supervisor and/or CWTA staff to cancel training. If the training is not canceled, it will be documented as a “no show” in FACES.net.</p> <p>17. Three no-shows and/or excessive cancellations shall be reported by CWTA to the trainee’s direct supervisor and if appropriate, corrective action shall be taken.</p>
	<p>Procedure D: Pre-Service Attendance and Performance Requirements</p> <p>1. Newly-hired direct services staff as well as the Nurse Care Managers and Family Support Workers shall attend and fully complete pre-service training curricula. All newly-hired direct service staff shall receive temporary access to FACES.net after completion of FACES.net training during Tier 1.</p> <p>2. CFSA and private agency direct services staff should complete a minimum of 80 hours of pre-service training within the available total of 126 CWTA pre-service hours.</p> <p>3. Tier 1 pre-service classes serve to introduce the Practice Model and best practices in the delivery of service to the children and families of the District of Columbia. Classes shall specifically consist of the following classes:</p> <ul style="list-style-type: none"> a. Understanding the functions and activities of the Child and Family Services Agency b. In-depth knowledge of the CFSA Practice Model and Protocols c. Skills to operationally include the Practice Model within ongoing daily work d. Effectively assess and address child safety and risk through proactive intervention, comprehensive planning, and ongoing engagement e. Continuous family and community engagement through strength-based family centered approaches f. Identify child strengths and support resources and environments that facilitate needs at all stages of development g. Master the use of FACES.net system to be able to enter and retrieve information h. Understand how to navigate and accurately enter information in a timely manner

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	<p>4. The mandatory classes in Tier 2 for private agency direct service staff shall consist of Teaming with Legal System:</p> <ul style="list-style-type: none"> a. OCP Wellness b. Writing Effective Court Reports c. Realizing Permanence d. Ansell Casey Life Skills Assessment and e. How to Conduct a Diligent Search f. Introduction to In-Home and Out-of-Home Permanency (3 hours) g. Introduction to OYE (3 hours) h. Introduction to Out-of-Home and Permanency (3 hours) i. Interviewing Children j. CFSA Overview Days k. Introduction to CPS <p><i>Note: The mandatory classes listed a through f are mandated classes for private agency social workers. CFSA social workers are required to complete a through k.</i></p> <p>5. Private agency direct services staff may request to opt out of pre-service Tier 2 training modules under the following circumstances:</p> <ul style="list-style-type: none"> a. The staff member has provided the supervisor with documented evidence of equivalent training b. The private agency supervisor has reviewed, approved, and submitted the documentation to the CWTA management team and/or the CFSA Training Recommendations Committee for waiver approval <ul style="list-style-type: none"> i. Committee approvals and denials shall be forwarded directly to the requesting supervisor ii. Approvals based on equivalent training shall be submitted to CWTA for entry into the FACES.net System iii. Denials shall be confirmed no later than five (5) Business days prior to a scheduled module in order to provide sufficient time for the trainee to enroll within the 24-hour time limit <p>6. Newly-hired private agency and CFSA supervisors and managers are required to complete Tier 1 classroom training (72 hours). In addition, new supervisors are required to complete 60 hours of specialized supervisory training and 21 hours of FACES.net training within the first eight (8) months of entering the supervisory position. Newly hired supervisors and managers may waive out of Tier 1 classroom training upon written request and justification from their manager and/or administrator.</p> <p><i>Note: The classroom training will consist of six (6) hours per day for six (6) days and the FACES.net training will consist of seven (7) hours per day for three (3) days.</i></p> <p>7. A waiver for supervisors and managers may be possible pending test or an assessment of their experience.</p>
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	<div>8. CFSA and private agency direct services staff must complete modules one (1) through four (4) and FACES.net training prior to receiving case assignment through the FACES.net System. It is important to note the following:<div>a. Continued employment of new hires are contingent upon successful completion of pre-service training</div></div> <div>9. Even with an exemption from pre-service training, there is an expectation of involvement and attendance in the Agency's 3-hour Practice Model training course.</div> <div>10. Verification of full pre-service training attendance and completion is required for "graduation" in accordance with the following:<div>a. Attendance and completion of all classroom training shall be verified through sign-in rosters</div><div>b. Attendance and completion of APT activities (when applicable) shall be verified through a supervisor's signature on the relevant sections of the trainee's Individual Training Record and APT Activities Log</div></div> <div>11. Upon successful completion of all pre-service training modules and APT assignments, including verified and signed documentation, trainees shall be considered "graduates" and CWTA shall ensure that FACES.net is updated within five (5) business days to reflect the graduates' completed training status.</div> <div>12. The trainee's graduation date from the pre-service training program shall constitute the "anniversary date" for tracking the onset of additional hours to fulfill annual in-service training requirements.</div> <div>13. CWTA shall immediately notify private agency management whenever a private agency's direct services staff and supervisors have successfully completed pre-service training.</div> <div>14. Upon verification of the pre-service graduation dates, CWTA shall notify CISA that access to cases in the FACES.net system should continue for each CWTA graduate and that access to FACES.net should be terminated for any new hire that has not completed pre-service training or arranged to extend pre-service training by registering to complete missed sessions.</div> <div>15. When a pre- service training session is missed, the CWTA shall register the person in FACES.net for the next available class and notify the trainee and his/her supervisor and program manager.</div>	
	<div>Procedure E: In-Service Training Requirements</div> <div>1. The start date for annual in-service training requirements shall begin on the "anniversary" of the trainee's graduation from the CWTA pre-service training program. This applies to all newly-hired direct services staff, supervisors and managers.</div> <div>2. All CFSA and private agency direct service staff members are required to complete five (5) days or 30 hours of in-service training per year.</div>	
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	<ol style="list-style-type: none"> 3. Supervisors, managers and administrators are required to complete 24 hours of in-service training per year. 4. Staff and supervisors can get training elsewhere to meet this requirement but must satisfactorily complete the training and submit an external training form to CWTA staff for documentation to be entered in FACES.net. This process applies to private agency staff as well as CFSA (See Attachment A, Child Welfare Training Academy External Training Tracking Form). 5. Enrollment procedures for in-service trainees are the same as for the pre-service training outlined above, including wait-listing and notification of vacancies. <i>Note: All CWTA classes require online enrollment through FACES.NET.net at least 24 hours in advance of the scheduled class. No 'walk-ins' are permitted.</i> 6. In the event that an in-service trainee needs to submit a cancellation for a specific training, he/she shall follow the same procedures outlined above under Pre-Service Training Enrollment # 15, Procedure C. <i>Note: Trainings that are not properly cancelled shall be documented as "no shows" in FACES.net.</i> 7. Information relating to in-service course cancellations by CWTA shall be posted on the CFSA website when possible and communicated to each registered participant via email. 8. Absent a valid waiver, failure of all CFSA and Private Agency direct service staff to complete in-service training may result in disciplinary action or termination. 9. For additional information on the types of classes available and when classes are offered, see the on-line CWTA Course Catalog.
	<p>Procedure F: Enrollment and Attendance for Resource Parent In-Service Training</p> <ol style="list-style-type: none"> 1. The CWTA Foster Parent In-Service Training Coordinator shall distribute training information on all available courses to all CFSA and private agencies resource parents using a combination of electronic, telephonic and paper media, including the quarterly CFSA Resource Parent Newsletter and the Resource Parent Training Coalition website. <i>Note: This information shall be distributed to all resource parents, not just to those with active placements. The information shall also include specific details on in-service training requirements and individual responsibility for monitoring compliance.</i> 2. Resource parents shall notify the CWTA Foster Parent In-Service Training Coordinator at least three (3) business days of the intention to attend training. The CWTA Foster Parent In-Service Training Coordinator or other CWTA staff shall then enroll the resource parent in FACES.net.

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	<ol style="list-style-type: none"> 3. The CWTA Foster Parent In-Service Training Coordinator shall print the enrollment roster and use it as an attendance sign-in sheet at the training event. 4. Resource parent trainees shall be responsible for signing in at the beginning of each training session to verify attendance at the season. 5. There are no exemptions for enrollment and attendance in the Agency's 3-hour Practice Model pre-service training course. 6. Once training is completed, the CWTA Foster Parent In-Service Training Coordinator shall amend FACES.net within 24 hours or one business day to reflect a "completed" status for those who signed the attendance roster and attended the full training. 	
	<p>Procedure G: Training for Resource Parents</p> <ol style="list-style-type: none"> 1. In accordance with Chapter 60 of Title 29 DCMR, all potential foster, kinship and adoptive parents are required to participate in an orientation program offered by the CFSA. 2. In addition to the orientation program required by § 6026.1, an applicant shall participate in 30 hours of pre-service foster parent training offered by CFSA. 3. The pre-service training includes the importance of Teaming between CFSA and the resource parents as well as re-enforcing the basic tenants of the Agency's Practice Model. Pre-service training shall cover the following areas (§ 6026.3 a-m): <ol style="list-style-type: none"> a. Role and relationships in foster care between CFSA personnel, the resource parent, the foster child, and the foster child's family b. The importance of the foster child's family and the foster child's relationship with them c. Developmental needs of children in foster care d. Awareness of cultural and religious differences e. Child management and discipline techniques f. Child abuse and neglect, including prevention, reporting, investigation, and services g. Supportive services available in the community for foster children and resource parents and their families h. Training to obtain and maintain CPR/First Aid Certification i. Self-awareness j. Communication skills k. Problem solving l. The licensure process, including the CFSA's internal processes m. The general process as it relates to of the Family Division of the District of Columbia Superior Court related to children in foster care 4. Pursuant to § 6026.5, a resource parent shall participate in 15 hours of in-service training annually to maintain and/or enhance their core competencies. This training shall be appropriate to the age and special needs of the foster children in the foster home, and may include formal 	
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	<p>seminars or workshops, support groups, or one-on-one training, education groups, growth groups, self-awareness groups, and socialization groups.</p> <p><i>Note: Participation in support groups that are especially designed for resource parents and are approved by CFSA are accepted for relicensing credit hours. The hours must be approved and documented in FACES.net by an employee's immediate supervisor.</i></p> <p>5. All DC resource parents, whether monitored by CFSA or by a private agency are required to take a minimum of five (5) core CFSA training courses bi-annually. Private agencies may also require additional training, depending on the length of the licensing period and whether foster parents are providing a traditional or therapeutic environment § 6002.3(a).</p> <p><i>Note: The five (5) core CFSA training courses consist of Emergency Preparedness, Lead Paint safety, Suicide Prevention, Human Trafficking, and Foster Family Health and Wellness.</i></p> <p>6. In lieu of the training for CFSA resource parents required by § 6026.2, CFSA may accept training provided by another child-placing agency and completed satisfactorily by the resource parent if the training and participation is properly documented and covers required areas and is approved by the CWTA Training Recommendations Committee (TRC). The CFSA shall offer special sessions to cover any gaps in training.</p> <p>7. The TRC serves to address and inform select stakeholders of the training developments and recommendations for resource parents. The committee shall be comprised of the CWTA in Service Resource Parent Coordinator, a CWTA trainer and community partners to include private agencies and birth parents as appropriate.</p>
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	<p>Procedure H: Training for Child Protective Services (CPS)</p> <p>1. CPS is the administration of CFSA that responds to child abuse and neglect reports. CWTA recognizes that it is important to provide supervisors and line workers with the tools necessary to assess situations and prepare service plans to assist children and families.</p> <p>2. To ensure that the social workers and supervisors have the training needed to make the appropriate determination, the CWTA shall develop a training curriculum and provide training to address CPS supervisory training needs as well as social worker training needs. Training shall include but is not limited to the following:</p> <ul style="list-style-type: none"> a. Forensic interviewing skill development for social workers in the special abuse and institutional abuse units b. Documentation c. Critical thinking in child welfare assessment for all CPS workers <p>3. To find out when the above mentioned courses are offered, check the on-line CWTA Course Catalog 2010-2011. Tracking and monitoring begins with the OHR when a new employee is hired and will continue throughout his/her employment with the Agency (<i>See Procedure K: Tracking and Monitoring of Staff Training for additional information</i>).</p>
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	<p>Procedure I: Incorporation of CFSA Best Practice Standards</p> <ol style="list-style-type: none"> 1. As a means of shaping the Agency's practice culture, CFSA's CWTA shall incorporate best practice standards pursuant to the practice model, and agency policies as guides for all current CWTA curricula for the benefit of CFSA and private agency resource parents, social workers, support workers, supervisors, managers, administrators, and community partners. 2. These practice standards shall mirror the Agency's overarching values, aiming to achieve timely, positive outcomes for children, youth, and families. These best practice standards shall include but are not limited to the following: <ol style="list-style-type: none"> a. Reinforcing the priority of kinship placements and the necessity of an accurate and timely emergency licensing process to allow for the successful achievement of kinship placements when possible c. Building upon the foundation of teaming (a system of partnerships among preventive, foster care, legal, service, and other resources that are essential to achieving safety, permanence, and well being for children), a practice standard for the Agency, shall be designed to ensure the effective collaboration between social workers and supervisors, and among all members of the family team each of whom is expected to incorporate teaming decision-making skills for implementing the Agency's practice standards, including prevention of placement and/or placement disruption, of children, etc. d. Multidisciplinary teams shall be assembled, coordinated, and lead appropriately in providing prompt, effective, quality services to children and families. d. Reinforcing permanency as the ultimate practice standard for children and families e. Understanding of the dynamics and skill sets needed to complete effective assessments can more thoroughly be achieved through standard practice versus traditional classroom teaching; as part of the core curriculum that shall remain unchanged, training related to best practice standards shall be included in the social worker's opportunity for Applied Professional Training (APT)
	<p>Procedure J: Applied Professional Training (APT)</p> <ol style="list-style-type: none"> 1. Applied professional training shall be the establishment of a symbiotic link between two different learning modalities: <ol style="list-style-type: none"> a. Theoretical content learning in a classroom b. Timely contextual learning during practical experience 2. Linking these two modalities with greater depth is the main purpose for incorporating APT days into the pre-service training curriculum. 3. The learning that takes place in one modality enhances the experience and benefits of the other. Neither is sufficient in and of itself. Therefore, all trainees are required to complete a comprehensive array of structured classroom learning activities prior to attending the affiliated APT days. Some exceptions may be made based on when pre-service

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	<p>training is scheduled to start relative to a new employee's start date.</p> <p>4. Private agencies can opt to send their trainees to CFSA for APT days both before and after the pre-service training schedule begins. Private agency staff shall enroll for APT days through FACES.NET. The CWTA and the Agency's CISA shall collaboratively coordinate the necessary arrangements for these trainees.</p>
	<p>Procedure K: Tracking and Monitoring of Staff Training</p> <p>1. Tracking and monitoring begin when the Agency's or contracted private agencies' Office of Human Resources (OHR) process newly-hired social workers, and continues throughout their employment in the District's child welfare system. This procedure provides tracking and monitoring information for training conducted by the CWTA and approved outside training hours for all CFSA and private agency direct service staff.</p> <p><i>Note: Documentation of training hours earned outside of CWTA must be submitted to CWTA for verification and documentation in FACES.net.</i></p> <p>2. CWTA shall review FACES.net management reports on a monthly basis to ensure adequate tracking and monitoring of pre-service and in-service staff training hours. CWTA shall notify CFSA program administrators and private agency representatives of the training status of employees. CFSA program administrators and private agency representatives shall be responsible for verifying training information and ensuring that training requirements are met.</p> <p>3. The following FACES.net reports shall be generated by CWTA and distributed (as applicable) to OHR, CFSA administrators, and the participating private agencies:</p> <ol style="list-style-type: none"> A data report following completion of each pre-service cycle that includes information on which workers started the pre-service cycle, which agencies/units they represented, what their current completion status is, and details of sessions missed A quarterly in-service FACES.net report that includes data on which workers enrolled and completed their annual in-service training requirements, which agencies/units they represented, what their current completion status is, and details of sessions missed <p>4. Pre-service hours shall be tracked according to the modules completed for the entire pre-service training session.</p> <p>5. In-service hours shall be tracked based on the pre-service training graduation date (which becomes the start date for in-service training requirements).</p> <p>6. CWTA staff shall be responsible for verifying pre-service and in-service training hours through sign-in sheets and trainer verification and ensuring that completed status and the correct number of CEUs are entered into the appropriate screens in FACES.net.</p>

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	<p>7. Quarterly, CWTA shall work with CISA, CFSA administrators and private agency representatives to verify and reconcile training data and documentation to ensure that completed staff training is being appropriately documented in FACES.net. In addition, CWTA will track and monitor the following:</p> <ul style="list-style-type: none"> a. Mandatory pre-service training for all new CFSA and contracted private agency direct services staff, supervisors, and managers <i>Note: A waiver for managers may be possible pending an assessment of their experience.</i> b. Completion of 200 hours of pre-service training for CFSA social workers, 168 hours of pre-service training for private agency direct services staff, and 80 hours of pre-service training for family support workers (72 of those hours must be completed in Tier I and the remaining 8 hours from Tier II) c. Completion of 40 hours of pre-service training within the first eight (8) months of employment for newly-hired supervisors and managers d. Completion of Modules 1 through 4 and FACES.net training prior to receiving case assignment through the FACES.net system for CFSA and private agency direct services staff <i>Note: Continued employment of new hires is contingent upon successful completion of pre-service training.</i> e. Approved pre-service training exemptions to ensure that they are documented in FACES.net by the CWTA support staff and notification sent to the Supervisory Information Technology (IT) Specialist of the CWTA program Manager's decision
	<p>Procedure L: Unsatisfactory Performance in Pre-Service Training</p> <ul style="list-style-type: none"> 1. At the earliest practical opportunity, CWTA shall inform trainees of any CFSA staff performance concerns. The nature of the concern shall be made clear to the trainee and their direct service supervisor and documented in their training record. 2. The direct service supervisor shall be informed when a trainee misses a class or fails to complete any training activities (e.g., classroom sessions, APT days, entire module). The CWTA will send a notice to the trainee and confirmation shall be sent out within one (1) week of the re-scheduled training date. Trainees must “make up” or replace the missed component before the training supervisor or trainer verifies and provides a signature on the training record. <i>Note: FACES.net will reflect a “no show” status without verification of attendance.</i> 4. For private agency staff that exhibit unprofessional conduct and poor performance in a class room and/or in APT, a notice will be sent to their supervisor. 5. CWTA shall work in partnership with the trainee, OHR or the private agency personnel office and the direct service supervisor to implement proportional and developmentally supportive responses to reports of

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	<p>sub-par or otherwise concerning individual performance during pre-service training.</p> <ol style="list-style-type: none"> 6. Depending on the specific details of the situation, sub-par performances may require the trainee to comply with a corrective action plan that leads to improvement within an agreed upon timeframe. For CFSA trainees, CWTA and/or OHR may provide performance support that can include performance counseling or coaching. 7. If after corrective efforts have been made, and improvement has not been exhibited, CWTA and OHR shall deliberate and make recommendations to retain, terminate, or reassign a CFSA trainee. The decision shall be made in writing and the appropriate parties shall be informed in a timely fashion prior to the scheduled graduation date. The following actions are expected: <ol style="list-style-type: none"> a. Private agency supervisors shall make every attempt to follow the above-detailed protocol whenever CWTA informs the private agency of delinquent training hours b. In the event that a corrective effort is unsuccessful with a private agency direct services staff, CFSA shall reserve the right to prevent access to case assignment through FACES.net
	<p>Procedure M: Monitoring Completion of Pre-Service and In-Service Training</p> <ol style="list-style-type: none"> 1. Pre-service and in-service training hours shall be documented and entered into FACES.net by the CWTA Staff Assistant (or designee). 2. Annual pre-service and in-service hours shall be monitored through FACES.net management reports on a quarterly basis with notification to administrators of the status of the employees in their administration. 3. Training data shall be recorded on the individual's training record in FACES.net. 4. At the end of the full 10-week pre-service training cycle (including Tiers 1 and 2), the trainee shall submit all relevant signed documents to the CWTA for entry into FACES.net, thereby creating a full electronic pre-service record for tracking each trainee's hours. 5. Requests for approval for all external pre- and in-service training hours for both CFSA and private agency direct services staff shall be submitted to the trainee's direct supervisor for review, approval, and submission to the CWTA Training Recommendations Committee (TRC) for approval (<i>See Attachment A</i>) at least two (2) weeks in advance of the external course start date. The TRC shall also be responsible for the following: <ol style="list-style-type: none"> a. Reviews the training documentation for compliance with CWTA standards, including topics, materials, qualifications of trainers, and curriculums b. Forwards approvals and denials directly to the requesting supervisor c. Verifies approvals based on documented and verified equivalent trainings that are submitted to CWTA for entry into FACES.net d. Whenever possible, denials shall be confirmed no later than 48 hours

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	prior to an appropriate module in order to provide sufficient time for the trainee to enroll within the 24-hour time limit
	<p>Procedure N: Inclement Weather and Other Emergency Closings</p> <ol style="list-style-type: none"> 1. The Child Welfare Training Academy (CWTA) Pre-Service Training courses primarily occur at PR Harris Education Center which is owned and operated by University of the District of Columbia (UDC). The UDC utilizes its internal Inclement Weather and Emergency Policy which may differ from the District of Columbia's government's policy and other agencies, to instruct staff and students on closing procedures for the University. 2. When the District Government opens on a two (2) hour delay, all classes scheduled to occur at PR Harris Educational Center shall begin at 11:00am. If the delay is more than two (2) hours, classes shall be cancelled and will be rescheduled. 3. If the District Government is closed because of severe weather or other emergencies, all courses occurring at PR Harris education Center and elsewhere and sponsored by CWTA shall be cancelled and rescheduled. 4. If classes are cancelled, due to inclement weather or other emergencies and it's safe to travel, participants shall report to their worksite. If liberal leave is in effect and they choose to take leave, they must contact their supervisor.

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Child and Family Services Agency



ATTACHMENT A: Child Welfare Training Academy (CWTA)
External Training Tracking Form

The purpose of this form is to track your participation in training outside of the Agency such as conferences, seminars and workshops. Completion of this form will ensure that the Child Welfare Training Academy places earned credit in your individual training record. Credit towards agency training requirements (30 credits for case carrying social workers and 24 credits for management overseeing case carrying programs per calendar year) will be given to all approved training, even if Continuing Education Units were not awarded for that particular event.

Name: _____

Workshop: _____

Date(s): _____

Hour(s) Completed: _____

Please attach a copy of your certificate to this form. Return form to Aretha Tinch, Staff Assistant for the Child Welfare Training Academy at 400 Sixth Street, SW Washington, DC 20024-2753.

You will need to complete a form for each workshop.

For CWTA Use Only:

Date received _____

Date recorded in **FACES.net** _____

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
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**ATTACHMENT B: Direct Service Staff and Resource Parent Training Policy
Acknowledgement Form**

I _____ have received and have carefully reviewed a copy of
CFSA's training policy. I understand that completion of Pre-Service Training through the Child
Welfare Training Academy (CWTA) is a pre-requisite for initial case assignment in the
FACES.net system. I also understand that failure to complete both pre-service through CWTA
and annual in-service training may result in disciplinary action against me, including termination
of employment.

Signature

Date